



# **Jane Williams**

# **The Magpie Project**

Support for mums of under fives in temporary accommodation or at risk of homelessness

# **What mums tell us about services.....**

I am afraid of maternity charges

I am asking for an interpreter but there is never one available

I don't have anyone to look after my older child, that's why I don't attend my appointments

I didn't get the letter to attend, I have moved from hotel to hotel twice in the past four months.

I can't afford the bus and train to get there, my children and I walked for 2 hours to get to the hospital

They told me if I didn't find a home they would take my child away.

I kept asking for help and everyone told me they can't help - but I am exhausted and confused...

# What services say about mums....

“Not our  
children”

“Will not engage”

“Not our  
problem talk to:  
Housing, NRPF  
team, Health,  
Education, Early  
years, Social,  
Services” and?

Nobody notified  
us they were  
here.

I am not an  
immigration or  
housing expert, I  
don't know who  
to refer these  
families to.

Established in October 2022, to generate and deliver actions to meet the acute needs of pregnant women and children under 5 living in contingency hotels.

Organisations/teams in group:

- ▶ Public Health,
- ▶ Health Visitors,
- ▶ Family Navigators,
- ▶ Acorn Team (maternity),
- ▶ Newham Nurture,
- ▶ Care4Calais,
- ▶ The Magpie Project,
- ▶ Children's Centres,
- ▶ Primary Care

**Newham Under Fives Task and Finish Group – meets every 3 weeks chaired by Public Health.**

## Phase 1

### Identifying Need and Priority Areas

- Using a Jamboard, the group scoped key areas of support for pregnant women and under 5s
- Areas of need out of scope for the group were placed on a 'parking lot'

Handover care - maternity to HV

cooking facilities

risks of not being able to keep feeding equipment sterile.

## Phase 2

### Strengthening Access to Support Services

- The group developed a 'family support checklist questionnaire' to help Family Navigators ensure families are linked to key support services
- A suite of referral pathways have been created to help frontline staff refer families to services. The pathways have been stress tested.

## Phase 3

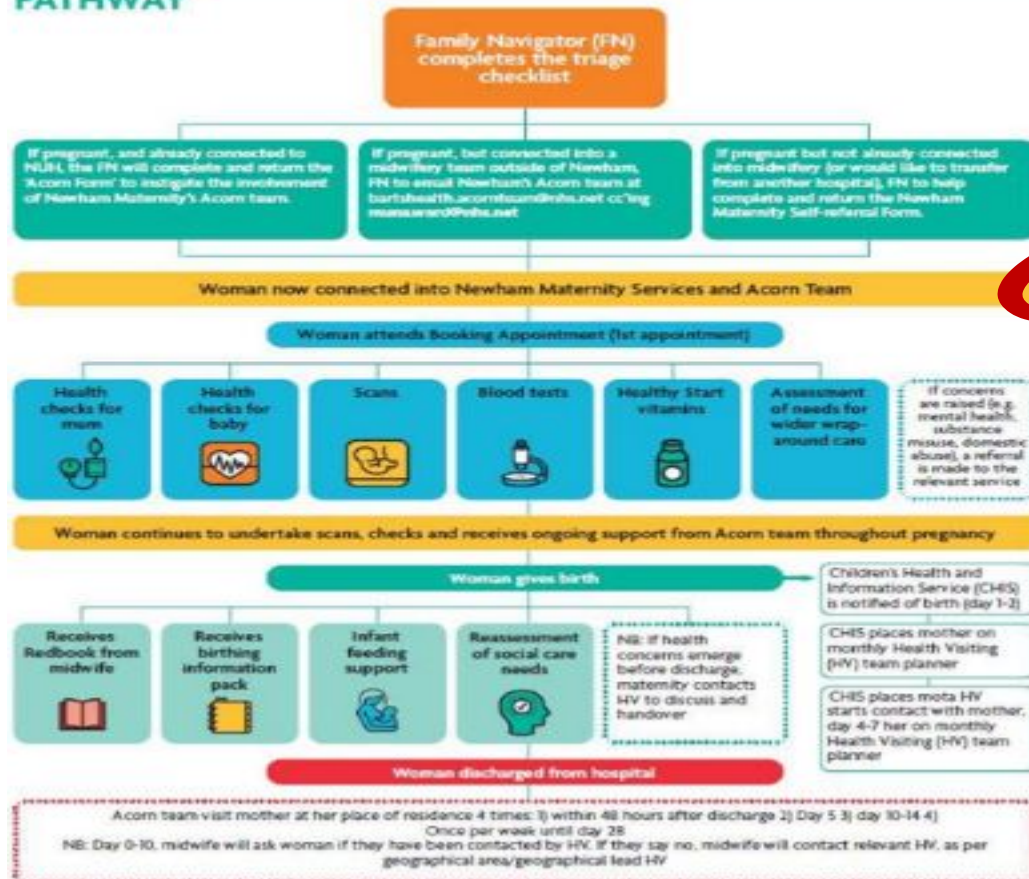
### Devise & Deliver Additional Support

- To meet areas of need, the group worked with extra partners to introduce free under 5 soft play sessions at Atherton Leisure Centre and Nutrition Kitchen cooking sessions

# NEWHAM'S MATERNITY ACORN TEAM

To support asylum seekers, refugees and vulnerable women with complex needs

## PATHWAY



## WHAT HAPPENS IF A WOMAN MISSES HER MATERNITY APPOINTMENTS?

### Did not attend (DNA) initial booking appointment

- After 1 DNA - offer alternative appointment and call/post a letter with appointment details
- After 2 x DNA - unannounced visit. If no contact, hand over to the GP and HV and inform of DNA and to alert Maternity if they have contact with client

### Missed follow up appointments including antenatal and postnatal

- After 1 DNA - offer alternative appointment and call/post a letter with appointment details
- After 2 x DNA - Contact GP/HV if appropriate - check contact details
- After 3 DNA - unannounced visit. If no contact, hand over to the GP and HV and inform of DNA and to alert Maternity if they have contact with client. Refer to MASH (children's Social Care).

## WHAT HAPPENS OF A WOMAN MOVES OUT OF BOROUGHS?

If one who moves out of the Newham catchment during any stage of this pathway can still get support from Newham Maternity team if they can continue to travel to their appointments.

If a family cannot travel to Maternity team sign post the family to their nearest maternity unit and will send a handover to the relevant leads of the new maternity unit.

## CASE STUDIES

### XXX

A FN was completing a triage checklist with an individual who had just arrived at the hotel. It was identified that she was pregnant and so the FN completed a booking self-referral form with the individual, before sending it to the Acorn inbox and team lead. The Acorn team were able to vet the client and directly contact maternity booking admin to ensure her initial booking appointment was with the Acorn team. An appointment was offered within 2 weeks of the referral from the FN. This would have taken longer had the client gone through the GP. As the Acorn team were aware of the client's status as an asylum seeker, she was allocated a named midwife who remained her midwife throughout her pregnancy. The client's named midwife was also able to refer her to external agencies for baby items and other pregnancy support, to help the soon-to-be mother be as prepared as possible for birth.



### XXX

A pregnant woman was complaining to the midwife that she was always feeling tired, short of breath and experiencing heart palpitations. As she was attending her 1st appointment with Maternity, a full blood count was ordered, and like all mothers at their booking appointment (1st appointment), she was tested for iron deficiency. The woman's blood results showed she was iron deficient. Maternity emailed the client's GP and asked for a prescription for iron supplements to be prepared for the woman. Within a week, the client called her GP to find out if the prescription was ready and she was told she could collect it from her nearest pharmacy. She was entitled to free prescriptions as the midwife had already completed an electronic FWB Form which gave her access to free dental care and prescriptions during pregnancy and 1 year following birth.



# Results so far....

*Draft*

- 103 families
- 96% of families have been registered with a GP
- 32 families connected to a health visitor.
- 8 pregnant woman supported - 4 of which were referred to receive support from Newham University Hospital Acorn maternity team
- 23 families have been supported to register with a children's centre.
- 43 families have been referred to voluntary sector organisations for additional support.

# Things to think about...

Mum's  
experiences –  
journeying with,  
not sending away

Soft spaces  
–community  
services

Each referral out  
loses people

Thank you